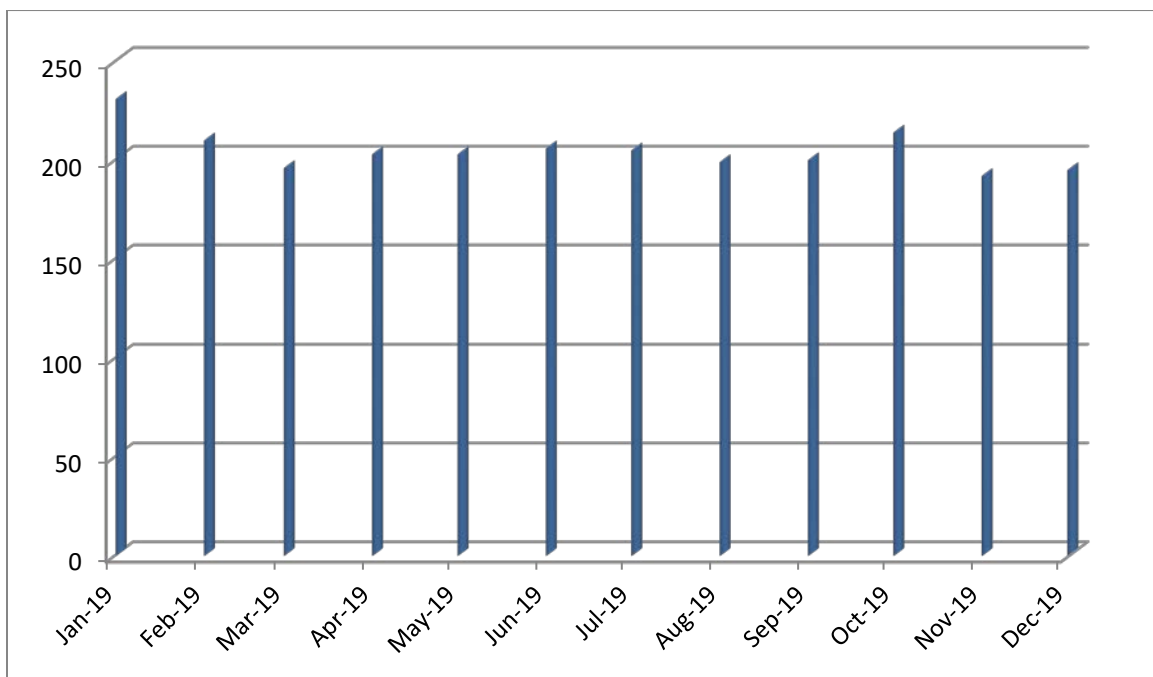# ADRC

Aging & Disability Resource Center of Dane County

211,810 contacts from
2012 through 2018

51,501 contacts in 2019

263,311 total number of contacts
(As of December 31, 2019)

# Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
4,149	January 2019	18	231
4,196	February 2019	20	210
4,118	March 2019	21	196
4,467	April 2019	22	203
4,465	May 2019	22	203
4,115	June 2019	20	206
4,726	July 2019	23	205
4,386	August 2019	22	199
4,204	September 2019	21	200
4,931	October 2019	23	214
4,041	November 2019	21	192
3,703	December 2019	19	195

Consumer Age Groups

98,225	Age 18-59
157,311	Age 60 plus
7,836	Not reported by customer

Not reported by customer, 7,836, 3%

Age 18-59, 98,225, 37%

Age 60 plus, 157,311, 60%
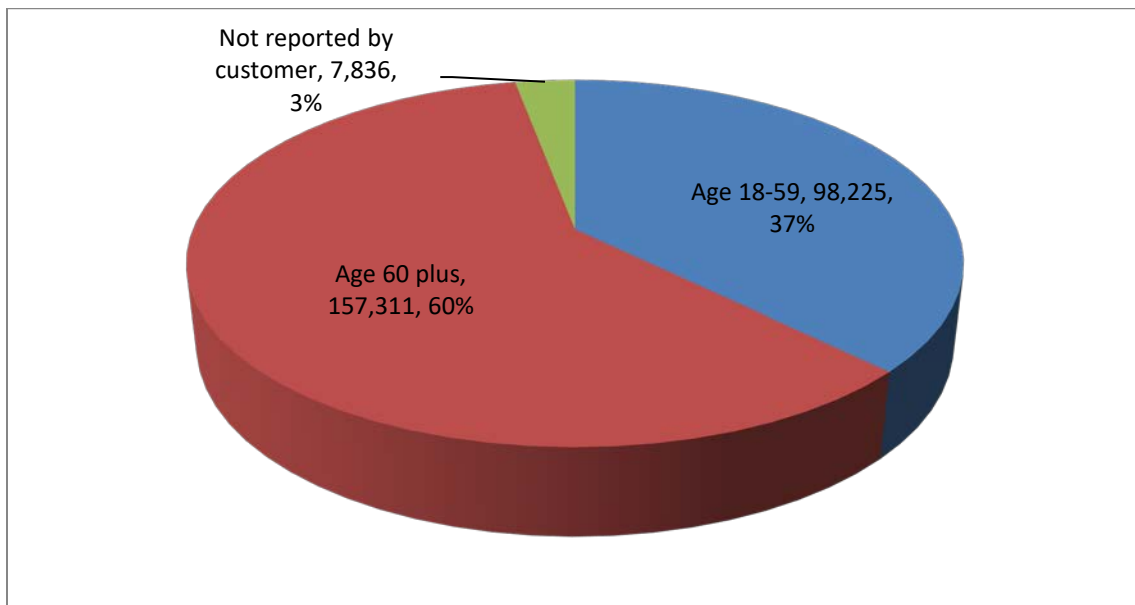
Target Group

10,126	Alzheimer's/Irreversible Dementia
34,330	Developmental Disability
143,710	Elderly
38,582	Mental Health
84,093	Physical Disability
4,868	Substance Use/AODA
10,164	Not reported by customer 263,311

*Some customers fall into multiple target groups

Substance Use/AODA, 4,868, 1%

Not reported by customer, 10,164, 3%

Alzheimer's/Irreversible Dementia, 10,126, 3%

Developmental Disability, 34,330, 11%

Physical Disability, 84,093, 26%

Elderly, 143,710, 44%

Mental Health, 38,582, 12%
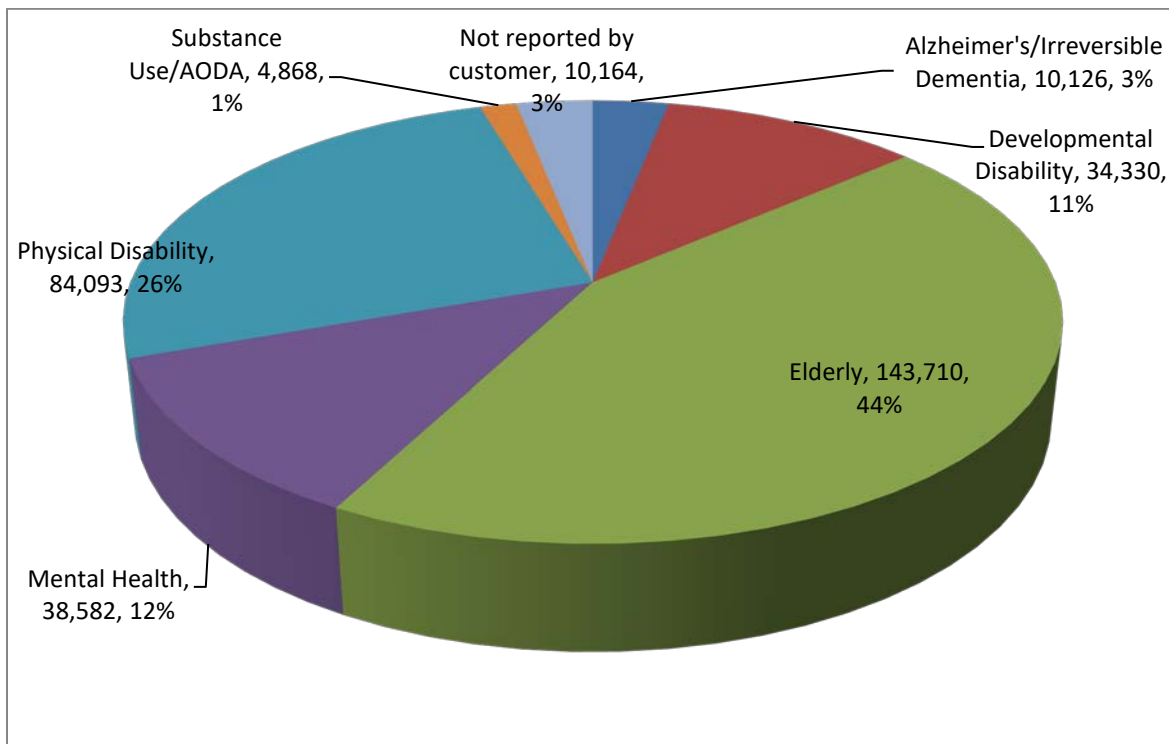
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
91	56:56 (average 38 minutes per customer)	January 2019
111	56:44 (average 31 minutes per customer)	February 2019
136	76:27 (average 34 minutes per customer)	March 2019
114	67.27 (average 36 minutes per customer)	April 2019
119	58:50 (average 30 minutes per customer)	May 2019
134	79:36 (average 36 minutes per customer)	June 2019
137	72:11 (average 32 minutes per customer)	July 2019
142	66:02 (average 29 minutes per customer)	August 2019
144	76:19 (average 32 minutes per customer)	September 2019
139	78:51 (average 34 minutes per customer)	October 2019
119	62:26 (average 31 minutes per customer)	November 2019
119	63:46 (average 32 minutes per customer)	December 2019
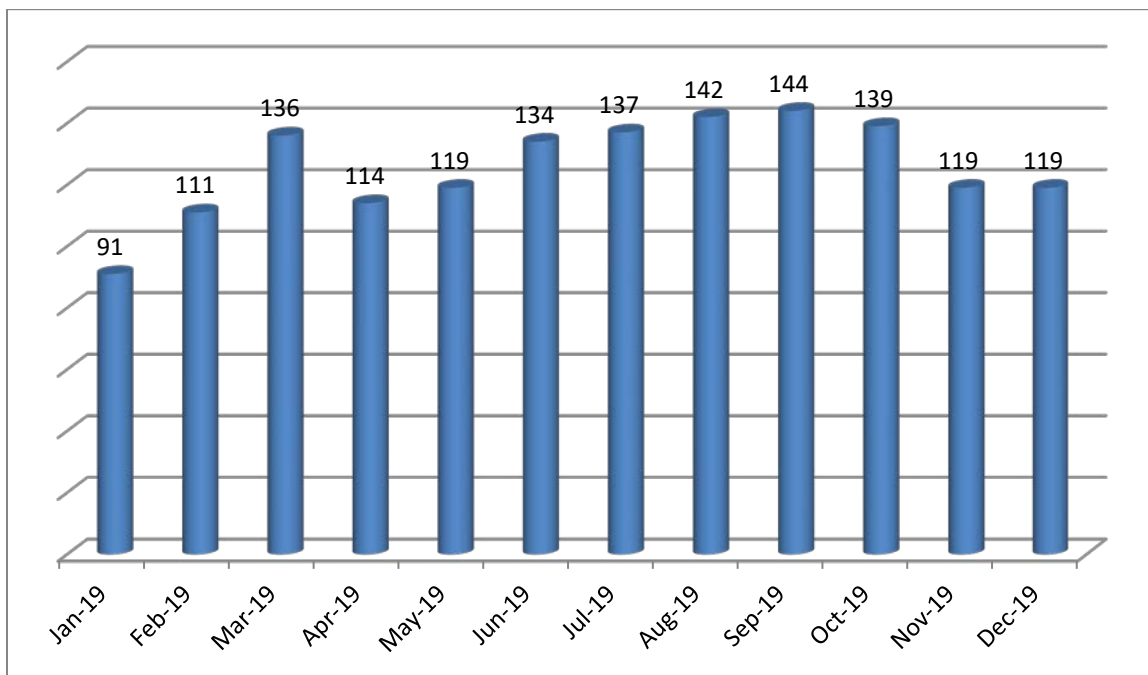
Email Inquiries

# Email Inquiries	Month
42	January 2019
39	February 2019
44	March 2019
41	April 2019
31	May 2019
42	June 2019
38	July 2019
50	August 2019
56	September 2019
48	October 2019
54	November 2019
43	December 2019